



Critical Information Summary

Inbound Calling Plans

Description of this service

The Smart Business Voice Inbound Calling Plans provide virtual inbound calling numbers specifically 13, 1300 and 1800 numbers. The supplier is charged for the call as opposed to the caller. These plans can also provide intelligent call based routing.

Service Delivery Requirements

All Inbound Calling plans require a minimum of one routable phone number to terminate the inbound call.

Setup Fee

There is a setup fee of \$59.00 ex. GST per number including new and ported numbers.

Contract Term

All plans are for a 12 month term.

Inbound Call Rates

Inbound Call Rates are available on the following page. Rates are subject to change at any time.

Pricing Information

Billing occurs monthly on approximately the 15th of each month. Refer to the Inbound Pricing Table on the next page.

Usage Information

Please email us at info@sbvoice.com.au if you want to obtain call and data usage information.

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge. The maximum amount payable is the full contract term (12 months) excluding call charges.

Accessible Services

For accessible services please refer to the ACCAN's Disability Portal – Accessible Telecoms (<https://accan.org.au/our-work/195-home/disability-portal>).

Enquires, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us by calling 1300 798 717 or by sending an email to info@sbvoice.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

More information

Please contact Smart Business Voice for further information or visit our website sbvoice.com.au for full Terms and Conditions.

This summary valid as of June 2020.



Inbound Pricing Table

Description	Per number per month (ex GST)
13 Number	\$849.00
1300 Number	\$ 20.00
1800 Number	\$ 20.00

Call Type (all calls are charged per minute rate, one second increments, zero flagfall) (ex GST)	
Calls to 13/1300/1800 terminating to a fixed service	\$ 0.10
Calls to 13/1300/1800 terminating to a mobile	\$ 0.15